



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

February 6, 2014

Date Complaint Received:	1/27/14
Complaint Received By:	M. Noddings, DHS Compliance
Provider Name and Location:	Sherry Lustgraaf, 1016 Cachelin Dr. Carter Lake, IA 51510

Complaint: Provider continues to remain over numbers and is consistently 2-4 children (CCA payments) and 3-4 private paid children. Provider signed an agreement on 1/14/14 stating she would not be over numbers.

Rule Basis: 237A.3A; 110.4; 110.8(1)a

Findings: The provider was over numbers with school age children on this date. She reported she gave parents until Friday last week (1/24/14) to find alternate care and is no longer billing over numbers. Provider reported she is working on Cat. B paperwork and will not be over numbers again.

Resolution: Provider will no longer bill for more children than allowed and she will only care for the number of children allowed as a Cat. A. DHS compliance will follow up by checking in with the provider through unannounced compliance checks.

If you have any questions regarding this matter feel free to contact me at (712) 328 - 5713 or email address mnoddin@dhs.state.ia.us.

Sincerely,

Michelle Noddings
Social Worker